



## **FY 2011 PERFORMANCE PLAN**

### **Executive Office of the Mayor**

#### **MISSION**

The mission of the Office of the Mayor (EOM) is to serve the public by leading the District Government and ensuring residents are served with efficiency, accountability, and transparency.

#### **SUMMARY OF SERVICES**

The Executive Office of the Mayor (EOM) provides District agencies with vision and policy direction, and provides agencies with the leadership, support, and oversight to implement specific policy goals and objectives. To discharge these duties, EOM is divided into six core offices: the Office of the Mayor, Support Services, the Office of Boards and Commissions, the Office of Communications, the Office of Policy and Legislative Affairs and the Mayor's Correspondence Unit.

The **Office of the Mayor** provides leadership and policy direction to EOM, Deputy Mayors, and agencies. **Boards and Commissions** provides assistance to the Mayor in appointing citizens to District boards and commissions. The **Office of Communications** provides media relations, public information, agency communications review and coordination, and emergency preparedness response services to the public, media and District Government. The **Office of Policy and Legislative Affairs** provides advice, analysis and assistance to the Mayor and his Cabinet in successfully advocating a legislative and policy agenda. The **Mayor's Correspondence Unit** answers written correspondence sent to the Mayor in a timely, thoughtful, and helpful manner. **Support Services** provides operational support to EOM, Deputy Mayors, the City Administrator and various agencies.

**OBJECTIVE 1: Ensure that the city focuses on core priorities including education, public safety, healthcare, human services, environment and infrastructure, and economic development and affordable housing.**

**INITIATIVE 1.1: Continue to monitor agency performance plans and performance measurements to ensure that they are meaningful to the public and accurately reflect government performance.**

The Office of the Mayor will work closely with the CapStat team to ensure that all District agencies design and implement meaningful and effective initiatives that deliver high quality services to District residents. EOM and Capstat Analysts will work together to monitor agencies' Key Performance Indicators (KPIs), agency action items and hot burner issues to ensure seamless provision of District services.

**OBJECTIVE 2: To effectively communicate updates, goals, and accomplishments of the Executive Office of the Mayor through a variety of relevant media in an effort to provide quality public affairs services to residents and stakeholders.**

**INITIATIVE 2.1: Continue to host weekly public information events throughout the District of Columbia and post the events on a public calendar.**



The Office of Communications will facilitate at least 300 public information events (press conferences, community meetings, etc.) in every ward in the District of Columbia throughout the fiscal year. Public information events afford the Mayor an opportunity to interact with and provide valuable information to constituents and the press.

**OBJECTIVE 3: Provide responsive action to new and persistent neighborhood issues and constituent service inquiries.**

**INITIATIVE 3.1: Improve Public Response Times and Communication from EOM.**

The Mayor's Correspondence Unit (MCU) will continue to use the EOM shared response archive. This archive contains over 1000 accurate, up-to-date and ready-to-use responses pertaining to routine inquiries and complaints as well as current events and hot topics. The shared drive is updated by MCU staff on a daily basis. This initiative will not only ensure that the information provided to constituents from EOM units is congruent, but will also increase rapid response turnaround to constituents for common inquiries and complaints.

**OBJECTIVE 4: Ensure that District boards and commissions have the most qualified and appropriate number of members.**

**INITIATIVE 4.1 Find candidates to serve on boards or commissions that have a large number of people serving on a do not have quorum.**

OBC will introduce more automation in the nomination process which will make the process more efficient and allow OBC to place the appropriate person on the most fitting board.

**OBJECTIVE 5: Develop strong policy initiatives and forge relationships with the Council of the District of Columbia, the United States Congress, and other government stakeholders.**

**INITIATIVE 5.1: Continue to regularly interact with Members of the Council of the District of Columbia, Members of Congress, and other government stake holders.**

The Office of Policy and Legislative Affairs will continue to facilitate a positive working relationship between the Mayor and Members of the City Council. OPLA will strive to attend all Council hearings and Congressional meetings related to the District of Columbia. In addition, OPLA will continue to foster a constructive working relationship with Members of Congress and other government stakeholders.



## PROPOSED KEY PERFORMANCE INDICATORS

| Measure   | FY09<br>Actual | FY10<br>Target | FY10 YTD      | FY11<br>Projection | FY12<br>Projection | FY13<br>Projection |
|---|----------------|----------------|---------------|--------------------|--------------------|--------------------|
| Percent of FY11 agency initiatives fully achieved   | 58%            | 75%            | Not Available | 75%                | 75%                | 75%                |
| Number of public information events held by the Office of Communications                            | 308            | 300            | Not Available | TBD                | TBD                | TBD                |
| Number of days it takes to successfully close new cases received by the Mayor's Correspondence Unit | 20.9           | 20             | Not Available | 19                 | 18                 | 17                 |
| Number of nominations made to fill seats on boards and commissions                                  | 357            | 275            | Not Available | 300                | 300                | 300                |